

Appendix D

Home Visit Considerations

The question of whether a home visit should occur involves consideration of several factors. A home visit can sometimes be the most time-effective means of obtaining necessary information from the client or applicant, and of providing necessary information to clients and applicants. The following list is not all-inclusive, but rather it states some of the pertinent considerations.

1. Has the client or the applicant for services requested a home visit or is it rather the AAA staff member or volunteer who believes a home visit is the most time-effective form of visit?
2. Does the client or applicant, or the staff member or volunteer, have a disability that makes a home visit more, or less, appropriate?
3. Will a home visit meet the need for confidentiality?
4. Why is an in-office conference with the client or applicant, or gathering of information by telephone and by written correspondence, including questionnaire, checklist, fax (if available), or email (if available) not as time-effective as a home visit?
5. What information or “clues” would a home visit allow to be obtained, that an in-office conference or other means of information gathering will not allow?
6. Is photocopying likely to be necessary and does the client or applicant have a photocopy machine in their home or is there one in a nearby office or business that can be used, so as to speedily return to the client or applicant the important papers, or can the copying wait and be done in the office of the staff member or volunteer?
7. Does the client or applicant have a member of the household who cannot be left in the home without the client or applicant also being in the home?
8. Does the client or applicant have a member of the household or a family member or friend who can provide transportation for the client or applicant?
9. Is another means of transportation available for the client or applicant to come to the office?
10. Are there factors present in the location where the client or applicant stays that may require a home visit to involve more than one staff member or volunteer or that may rule out a home visit? Such factors to consider include, but are not limited to, dogs or other pets that may be dangerous, smoking, other occupants in the dwelling who have a criminal history or who have difficulty managing anger; whether an occupant of the dwelling has a communicable illness; and whether the dwelling is in good structural condition.
11. Does the staff member or volunteer have a communicable illness, which it would be best to not expose the client or applicant to?
12. Is the time-effectiveness of a home visit (which can sometimes be highly time-effective) outweighed by the loss of time in the office?

Remember, these are merely some considerations. A home visit can be a very time-effective means of gathering information from clients and applicants, and of providing information to clients and applicants. The experience of clients and applicants that you serve, and your own AAA 's experience may give rise to other considerations, and may cause some of the above to be eclipsed in importance by other considerations.